

1249787

Registered provider: One To One Crisis Intervention Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is registered to care for one child who has emotional and social needs. At the time of the inspection, one child was living at the home.

The manager has been registered with Ofsted since January 2022.

Inspection dates: 1 and 2 August 2023

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 1 November 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/11/2022	Full	Good
22/04/2021	Full	Good
12/11/2019	Full	Outstanding
17/10/2018	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Since the previous inspection, one child has moved on successfully. The child had lived at the home for a considerable time and the move was part of their long-term care plan. Managers and staff supported the child exceptionally well with this move and advocated on their behalf when needed. As a result, the child moved to their preferred choice of accommodation, in which they feel safe and happy. Staff continue to keep in touch and support the child. The child made good progress while living in this home.

One child moved in soon after the previous child moved out. Managers and staff worked hard to ensure they had all the relevant information about the child before they moved in. The child met staff and visited the home, which contributed to a positive move.

Managers and staff are understanding of the child's views on living out of his home area. They welcome the child's family on a regular basis as well as driving long distances to support positive family time.

Staff are respectful and they value the child, their views and identity. Through listening to the child's views, they adapt how they refer to them, and record information in an individual and thoughtful manner, in line with the child's wishes. This positive care is embedded throughout staff practice.

The home is clean and well maintained throughout. The decor is personalised, a healthy meal was cooking in the slow cooker during the inspection and the manager was baking, which all contributed to the homely feel. The child has personalised their bedroom, with support from staff, so this feels like their own space.

The child has made some good progress since moving in as a result of staff getting to know them well. The child is living a much healthier lifestyle, with the dedicated support they receive from the staff team. This progress means the child is now eating much more healthily and is no longer using vapes. Staff support the child to become more confident, and to express their views. The child feels comfortable talking to staff.

Staff offer many enjoyable activities and encourage lots of new and exciting opportunities. This includes days out, activities in the local area and having lots of toys, games and activities at home. Happy memories are captured in videos which staff create, using music the child likes.

Managers use the organisation's internal resources to review the child's care and consider any additional needs. Staff have become more engaged in reviewing the child's day-to-day sensory needs and thinking of ways to meet these. For example, the child now has a weighted blanket, and staff are varying food textures and tastes

as a way of meeting sensory needs. Staff are considering other resources that may benefit the child. However, the child's written plans do not reflect these approaches.

Staff have been proactive in supporting the child with their health and education needs. This has included challenging professionals over the lack of a suitable education placement and an education health and care plan for the child. When part-time education has been identified for the child, staff have worked positively to encourage the child's attendance and engagement.

How well children and young people are helped and protected: good

Staff build positive relationships with the child. They know them well and how to keep them safe. Safeguarding incidents are minimal, however, when there is a concern, staff act swiftly and take positive action to ensure the child's safety. Staff keep the child informed of the action they are taking and explain their actions. The child's risk assessments clearly identify their needs and what staff need to do to keep them safe. Appropriate referrals are made to safeguarding agencies. Staff closely monitor risks to keep the child safe.

When additional needs are identified, staff change their approach to managing behaviour. This has resulted in staff using more positive parenting approaches with the child and reducing the use of consequences. Staff implement positive boundaries, and there is now more use of praise by staff.

The use of restraint is rare. On the few occasions restraint has been used, this was proportionate to the risk and to keep everyone safe. The child receives clear and consistent boundaries from staff. Managers have good oversight, and adapt and change their strategies as needed. This is working well for the child.

There have been no missing-from-home incidents. However, on occasions, the child will leave the home to go for a walk on their own. Staff follow the child and remain with them until they are ready to return home. The child knows that staff always follow them when they go out on their own, and this helps them to feel safe.

Staff fully understand risk and how to keep the child safe. Managers keep risk management under constant review. They change plans and strategies frequently to respond to the changing needs of the child. Risk assessments are clear and thorough. The staffing ratio has been increased to enable staff to keep the child safe. This is reviewed regularly by the manager and is done in a way that is not too imposing for the child.

The effectiveness of leaders and managers: good

The registered manager has been in post since January 2022. They are working on a level 5 qualification in leadership and management and anticipate that this will be completed by the end of the year.

The manager knows the child well and can describe their needs in detail. They talk enthusiastically about the progress that the child has made, and aspirations for the child's future. They advocated well for the child after identifying gaps in assessments and education provision.

There is a clear chronology of events showing the plans for the child. This includes historical events and plans that are being made for them. The manager engages in regular communication with the family and external professionals. The manager supports regular contact between the child and their family.

The manager has supported one child to have a positive move to independence. They took strong action to ensure the best plan for this child. This included them attending housing team meetings to advocate for the child, to secure the most suitable housing. The manager continues to offer monthly support to this young person, to enable them to feel supported in their local community.

Management oversight is effective and the registered manager's monitoring is clear throughout the records and documentation. Managers identify any learning and adapt their care when necessary. Managers support their staff to work through difficult times and continue to provide good consistent care to the child.

The development plan positively identifies ways in which the home is moving forward, and the future training needs of the staff. The independent person report and quality of care review are effective monitoring systems to identify strengths and areas for development. These are thorough and provide a good level of advice and support to the manager. However, there is sometimes a delay in the independent person reports being shared with Ofsted.

Staff receive good levels of supervision and training to support them. Team meetings take place regularly. Leaders and managers use this time to provide staff with reflection and discussion about the child's needs and behaviour. This discussion has resulted in the team changing their strategies for managing behaviour, to develop more positive parenting approaches. These discussions also help the manager to identify ways for the home to move forward and provide time to think about the future training needs of staff. Staff said they feel well supported by managers, who are approachable if they need advice or support.

What does the children's home need to do to improve?

Recommendation

- The registered person should ensure that the child's care plan is up to date, to reflect any known needs that they are clearly supporting the child with. ('Guide to the Children's Home's Regulations, including the quality standards', page 56, paragraph 11.2)

- The registered person should ensure that reports completed by the independent person are consistently sent to Ofsted in a timely manner. ('Guide to the Children's Home's Regulations, including the quality standards', page 65, paragraph 15.5)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

Children's home details

Unique reference number: 1249787

Provision sub-type: Children's home

Registered provider: One To One Crisis Intervention Ltd

Registered provider address: 5 Newton Road, Kingsteignton, Newton Abbot,
Devon TQ12 3AL

Responsible individual: Annie Westbrook

Registered manager: Catherine Robbins

Inspectors

Sarah Sheffield, Social Care Inspector
Nicola Lownds, Social Care Inspector

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